

EL PASO de ROBLES YOUTH CORRECTIONAL FACILITY

The El Paso de Robles Youth Correctional Facility and the California Department of Youth Authority (CYA) are required to respond to all findings and recommendations.

FINDINGS

GRAND JURY FINDINGS	RESPONSES	
	EL PASO DE ROBLES YOUTH CORRECTIONAL FACILITY ¹	CALIFORNIA DEPARTMENT OF YOUTH AUTHORITY (CYA) ²
1. Records show that the wards confined at CYA [the Paso Robles Facility] have been convicted of crimes that include rape, murder, robbery, drive-by shootings, kidnapping, false imprisonment, drug dealing, and other violent crimes.	The respondent agrees with finding.	<p>I have reviewed the 2001/2002 Grand Jury Final Report on the El Paso de Robles Youth Correctional Facility (EPdRYCF). Previously, I had reviewed preliminary findings and recommendations by the Grand Jury, and, in a June 12, 2002, meeting, I had expressed my objections. It was my opinion then, as it is now, that the report was incomplete and misleading in the manner in which information was obtained, substantiated and reported to the public.</p> <p>The value of the report is also questionable because of the Grand Jury's seeming unquestioning acceptance of confidential, often incomplete and inaccurate information without corroboration. The absence of specific information in the final report prohibited the EPdRYCF from responding to the issues in detail. . . .</p> <p>I concur with EPdRYCF's response to this report.</p>
2. Correctional Officers (COs) reported that they are subjected daily to sexual and physical harassment.	The respondent disagrees wholly or partially with the finding. Due to the confidentiality of the officers, it is impossible to research such claims.	
3. Four female staff members interviewed stated that they had confrontations with wards who have threatened, upon their release, to seek them out and subject them to rape, sodomy, and forced oral copulation.	The respondent disagrees wholly or partially with the finding. Due to the confidentiality of the officers, it is impossible to research such claims.	
4. Three male officers reported that they have been injured when on repeated occasions they have been required to stave off physical assaults by wards.	The respondent disagrees wholly or partially with the finding. Due to the confidentiality of the officers, it is impossible to research such claims.	

¹ I.R. Schulman, Superintendent, El Paso de Robles Youth Correctional Facility, November 12, 2002.

² Jerry L. Harper, Director, California Department of Youth Authority, December 16, 2002.

FINDINGS (YOUTH CORRECTIONAL FACILITY, CONTINUED)

GRAND JURY FINDINGS	RESPONSES	
	EL PASO DE ROBLES YOUTH CORRECTIONAL FACILITY	CALIFORNIA DEPARTMENT OF YOUTH AUTHORITY (CYA)
5. Testimony given by female COs and records revealed there were wards who stripped nude and masturbated in their presence as an act of defiance.	The respondent disagrees wholly or partially with the finding. Due to the confidentiality of the officers, it is impossible to research such claims.	See page 1.
6. Complaints were made by COs who reported that vile and disgusting threats made by wards to them, when reported to management staff, were dismissed with the declaration that, "It is part of your job".	The respondent disagrees wholly or partially with the finding. Due to the confidentiality of the officers, it is impossible to research such claims.	
7. Testimony by COs and documents indicate that gang affiliations and ethnic differences of wards are the cause of frequent clashes and fights with resulting injuries to wards and to COs who are required to control them.	The respondent disagrees wholly or partially with this finding. Many clashes or fights are related to gang affiliation and ethnic differences and many result in injury to wards. However, due to the confidentiality of the officers, it is impossible to research claims that these clashes or fights resulted in injuries to officers.	
8. Chemical spray is a primary means used to quell fights and disturbances between wards and to protect COs against assaults by wards. Statistics show 1,595 incident reports were made in 2001. Most are one-on-one incidents. Many of the major incidents are racially motivated, with others being gang involved.	The respondent agrees with this finding.	
9. The Grand Jury received information that injuries suffered by COs caused disabilities and resignations that resulted in staff shortages. These shortages result in forced mandatory overtime by staff. Such conditions lower staff morale.	The respondent disagrees wholly with the finding. Staff disabilities and resignations are in part responsible for staff shortages, however other factors contribute to this issue. Emergency response is not effected by staff shortages, as each position is covered regardless of shortages.	

FINDINGS (YOUTH CORRECTIONAL FACILITY, CONTINUED)

GRAND JURY FINDINGS	RESPONSES	
	EL PASO DE ROBLES YOUTH CORRECTIONAL FACILITY	CALIFORNIA DEPARTMENT OF YOUTH AUTHORITY (CYA)
10. Testimony revealed that COs have been prosecuted for using excessive force.	The respondent disagrees wholly with the finding. The term "disciplinary confinement" is unclear. There is a system of "temporary detention," in which a ward can be confined in secured quarters to ensure the safety of wards and others, or the security or orderly operation of the institution. The ward must meet at least one of the listed criteria: danger to self, danger to others, endangered, or likely to escape. Extension of placement in temporary detention beyond 14 days requires approval from the Branch Deputy Director.	See page 1.
11. A female CO stated that she had complained to her supervisor about a co-worker who had shown videos with a sexual content to wards. The video was brought from the outside the facility by the CO. This is a violation of CYA regulations. Subsequent interviews revealed that other videotapes were brought in also. The female CO stated that the complaint was ignored. Management stated that they were unaware of this complaint.	The respondent agrees with the finding.	
12. A letter written by a ward was directed to a female CO threatening to falsely accuse her of sexual misbehavior. This blackmail attempt was to persuade her to bring contraband materials into CYA for wards' use. This written correspondence was given to a supervisor for action. A copy of the letter was reviewed by the Grand Jury.	The respondent disagrees wholly or partially with the finding. Due to the confidentiality of the officer, it is impossible to research such a claim.	

FINDINGS (YOUTH CORRECTIONAL FACILITY, CONTINUED)

GRAND JURY FINDINGS	RESPONSES	
	EL PASO DE ROBLES YOUTH CORRECTIONAL FACILITY	CALIFORNIA DEPARTMENT OF YOUTH AUTHORITY (CYA)
13. Wards, particularly those with gang affiliations, were described as deliberately misbehaving even to the extent of assaulting staff members in order to be confined and thus separated from a ward population they fear.	The respondent disagrees wholly or partially with the finding. Due to the confidentiality of the officer, it is impossible to research such a claim.	See page 1.
14. Wards, particularly those with gang affiliations, will commit criminal acts while confined at the CYA in order to be transferred to an adult prison and thereby gain greater prestige from other gang members or their peers.	The respondent agrees with the finding.	
15. Records disclosed that the population of the CYA in Paso Robles is constantly changing. The average age as of January 18, 2001 was 18.48 years. Wards range in age from fourteen to a maximum age of twenty-five years.	The respondent disagrees partially with the finding. Although wards in the CYA may range from 14 to 25 years old, wards at El Paso de Robles YCF range in age from 15 to 23 years old.	
16. Management stated that the policy and procedures are in place to respond to disciplinary problems.	The respondent agrees with the finding.	
17. The vocational facilities at CYA are not being utilized to their fullest potential. The woodshop area was cluttered and unclean. The upholstery shop course has been closed because a credentialed teacher is not available.	The respondent disagrees partially with the finding. The woodshop area is cleaned daily, at the end of the day. The Grand Jury's visit was conducted prior to the end of the day.	
18. Educational programs start and stop based on the expertise of available staff at any particular time. Proven beneficial programs have been dropped.	The respondent disagrees partially with the finding. We cannot respond to the unknown programs being referred to as "proven beneficial programs."	

FINDINGS (YOUTH CORRECTIONAL FACILITY, CONTINUED)

GRAND JURY FINDINGS	RESPONSES	
	EL PASO DE ROBLES YOUTH CORRECTIONAL FACILITY	CALIFORNIA DEPARTMENT OF YOUTH AUTHORITY (CYA)
19. Further cuts in teaching staff are being implemented and will be completed by July 1, 2002. These cuts are necessary due to declining population at the facility, which will result in further program loss due to budget cuts.	The respondent agrees with the finding.	<i>See page 1.</i>
20. The school is accredited by the Western Association of Schools and Colleges.	The respondent agrees with the finding, which administration continues to stress upon all employees.	
21. State CYA administration states that the wards should be treated with respect.	The respondent agrees with the finding.	

RECOMMENDATIONS (YOUTH CORRECTIONAL FACILITY)

GRAND JURY RECOMMENDATIONS	RESPONSES ³
	EL PASO DE ROBLES YOUTH CORRECTIONAL FACILITY
1. Threats and assaults of a felonious nature should continue to be referred to the District Attorney's office for prosecution as a means of deterring misbehavior and disrespect by wards. The procedure to accomplish this needs to be refined to allow a faster response by the District Attorney.	The recommendation has been implemented, however was implemented prior to the Grand Jury's visit. Threats and assaults of a felonious nature will continue being referred to the District Attorney's Office for prosecution. The District Attorney is responding in a timely manner. We will not ask them to move faster than the law and their process allows. During 2001/2002 forty-six submitted, two cases were rejected for prosecution, thirty-five received additional Youth Authority commitment time or received prison sentences. The remainder are pending as of this date.
2. A study should be implemented by the State CYA to consider the feasibility of setting a lower maximum age for wards allowed to be incarcerated in the facility. While this would take legislative action, it could be an additional deterrent.	The recommendation will not be implemented because it is not within the scope of El Paso de Robles YCF administration. This recommendation will be passed on to our departmental headquarters in Sacramento.
3. Wards upon reaching the age of eighteen should be remanded (under DDMS 7455) to the courts for consideration of removal from the CYA facility and incarcerated in a state prison for the remainder of their sentence.	The recommendation will not be implemented because it is not allowed by the existing policy and changes to the policy are beyond the scope of EPdRYCF administration. Section DDMS 7455 clearly states "ward who allegedly commits an offense" and are of the age of eighteen should be considered for prosecution. Therefore, this statement is taken out of context and does not address the total policy under Section 7455.
4. CYA administration at State level should reconsider many of the present rules that are difficult for local site administrators to follow. The time delay imposes a hardship on the site administration to swiftly administer corrective measures for unruly behavior of the wards.	The recommendation will not be implemented because it is not allowed by the existing policy and changes to the policy are beyond the scope of EPdRYCF administration. Corrective measures are rights based upon departmental policies and procedures that are derived from law to ensure due process. The first priority will be to ensure justice within all systems. The second priority will be to make the system move as fast as possible without compromising the first priority.

³ The CYA did not directly respond to the recommendations. See page 1.

RECOMMENDATIONS (YOUTH CORRECTIONAL FACILITY, CONTINUED)

GRAND JURY RECOMMENDATIONS	RESPONSES
	EL PASO DE ROBLES YOUTH CORRECTIONAL FACILITY
5. There is a need to allow COs to use stricter punitive measures in a timely basis, particularly when dealing with repeat offending wards. Positive discipline methods would maintain better control of the facility and lessen the stress suffered by COs.	The recommendation will not be implemented because it is not allowed by the existing policy and changes to the policy are beyond the scope of EPdRYCF administration. The "stricter punitive measures" implied by the Grand Jury would be violations of law and departmental policy. This will not be done at EPdRYCF.
6. More COs should be hired. Mandatory overtime would not be needed with a greater number of staff available.	The recommendation has been implemented. In addition, an institutional recruiting team actively recruits in San Luis Obispo, Monterey, Fresno, Kern and Tulare Counties. In addition, an institutional website has been accessed over 3000 times in the past year. Recruitment efforts have yielded more Youth Correctional Officers and Youth Correctional Counselors. This problem should be remedied before the end of this calendar year.
7. The state administration of CYA should expedite hiring of teaching staff in a timely manner.	This recommendation will not be implemented because it is not within the scope of EPdRYCF administration. This recommendation will be passed to our departmental headquarters and Education branch in Sacramento.
8. Vocational facilities should be upgraded and appropriate programs implemented.	The recommendation has not yet been implemented, but may be implemented if an increase to the ward population occurs. Unfortunately, the ward population is decreasing throughout the department, therefore a timeframe cannot be provided.

CALIFORNIA MEN'S COLONY

The California Men's Colony (CMC) and the California Department of Corrections (CDC) are required to respond to all findings and recommendations. The CDC did not respond.

FINDINGS

GRAND JURY FINDINGS	RESPONSES
	CALIFORNIA MEN'S COLONY (CMC) ⁴
1. There is no disabled access to the East side Administration second floor offices from the main building front lobby.	The respondent agrees with this finding.
2. There is a shortage of office and medical treatment space in the medical facilities. This area is crowded and in need of additional storage space and a computer support system upgrade.	The respondent agrees with this finding.
3. The Vocational Program is outdated with old equipment and educational materials.	The respondent disagrees partially with this finding.
4. The West facility is old and appears extremely flammable. The property on which it is located is currently under State of California Military Department Authority.	The respondent agrees with this finding.

⁴ L.R. Blanks, Warden, California Men's Colony, July 11, 2002.

RECOMMENDATIONS (CMC)

GRAND JURY RECOMMENDATIONS	RESPONSES
	CALIFORNIA MEN'S COLONY (CMC)
1. The need for handicap access to second floor administration building facilities should be made clear to those persons who establish budget priorities for CMC. CMC management should request budget to support installation of an elevator in the 2002/2003 budget.	The recommendation has been implemented. It has been determined that handicap access could be realized with the installation of an elevator in the administration building. The request for the elevator has been submitted as a Capital Outlay Project. Currently, it is an approved, unfunded project. After all state agency's projects are submitted for the upcoming fiscal year, a priority will be assigned on a statewide basis. Funding will require an approval from the State Legislature. A copy of the Grand Jury recommendation for this project will be forwarded to the Capital Outlay Division of our department. At such time when funding has been determined, a time frame for the elevator will be submitted to the Grand Jury. It should be noted that many state agencies are in a fiscal deficit, and the outlook for funding is not probable until the 2004/05 fiscal year.
2a. The CMC Health Care Services Department should develop a plan for additional treatment space and provide assistance for pharmacy relocation. Adequate storage space for hospital supplies and equipment is needed.	The recommendation has been implemented. The pharmacy expansion has been identified as a statewide issue. We have submitted a proposal that has not been funded at this time. The Warden has authorized two areas in the institution to temporarily provide storage space for supplies. Upon final approval and funding for the pharmacy project, the institution can provide a time frame for completion. Additionally, we have submitted a project to build a new Education complex. If funded, it would allow the current space utilized by the Education Department to be allocated for the Medical Department. As mentioned throughout this report the State's deficit will dictate a time frame for the project. A copy of the Grand Jury report will be forwarded to our Capital Outlay unit.
2b. Budget allowances should be made to upgrade computer hardware and software throughout the medical division.	The recommendation requires further analysis. In regards to the computer hardware and software for the Medical Department, it is not, in our opinion, the best utilization of the institution's money. As with the pharmacy expansion, the data processing needs of the Medical Department are evaluated on a statewide basis. Our current problem, which we are addressing, is getting enough support staff to properly maintain our existing equipment in the Medical Department. For example, we currently have 28 computers that are scheduled for installation. Health Care Services' requests have historically been established as a high priority. The Department is currently developing software for enhancing the tracking of patient treatment. When assessments are completed, it will dictate the hardware and software needs. Purchasing equipment prior to assessing the real applications would not be a prudent fiscal decision for the institution. A major consideration is the development of a system that will allow both the best utilization of technology and the ability to standardize the entire department. While the need for equipment and software applications are highly important, it is critical that personnel trained in electronics and computer systems are acquired. Without the support personnel to maintain informational systems and the development of program applications, having newer equipment only remedies half the problem.

RECOMMENDATIONS (CMC, CONTINUED)

GRAND JURY RECOMMENDATIONS	RESPONSES
	CALIFORNIA MEN'S COLONY (CMC)
3. CMC should conduct a study to update the pre-release program. It is recommended that this program be made into a "consecutive" program with two days preparation time between each session.	The recommendation has been partially implemented. The Education and Inmate Programs Unit (EIPU), located in CDC headquarters, determines the structure of the Re-Entry (formerly Pre-Release) program at CMC and other prisons. At the time of the Grand Jury's visit to CMC, the Re-Entry program was operating as an open-entry, open-exit three-week program with a five-day preparation period at the end of each quarter. Students not completing the three-week sessions were held over and allowed to continue into the next session. There were no preparation periods in between class sessions, save for the quarterly break. However, in March 2002, EIPU solicited input from the institutions regarding the structure of the program and CMC provided several recommendations at that time. Among the recommendations provided by CMC were the inclusion of a preparation period in between three-week sessions and the discontinuance of the open-entry, open-exit policy for enrollment. As an apparent response to this input from CMC and other institutions, EIPU has revised the Re-Entry schedule effective May 2002. In the new schedule, the five-day quarterly preparation period has been reduced to three days and a one-day preparation period has been inserted between class sessions. This partially fulfills the Grand Jury's request to grant a two-day break between three-week sessions. However, according to EIPU policy, the program will retain the open-entry, open-exit enrollment format.
4. CMC should replace obsolete equipment and educational materials in the vocational program.	The recommendation has been implemented. CMC has developed an equipment inventory and a long-term plan to acquire replacement or additional equipment for the vocational programs. Using the plan as a guide, CMC is currently utilizing all available avenues to acquire needed equipment for vocational programs including the state budget, donations, equipment transfers between institutions, and the Vocational and Technical Education Act (VTEA) federal grant. VTEA has been an important source for equipment for the vocational programs and will continue to be so in the future. For example, the Office services and Related Technology program received 18 new computers from VTEA over the last 2 years. In the coming year, VTEA has targeted the Metalworking and Graphics Arts trades for equipment upgrades. As a result, CMC will request a new lathe and mill machine for the Machine Shop, new computers and Computer Assisted Drafting software for Drafting, and new welding machines for the Welding class. For those programs not targeted by VTEA, all other available avenues will be pursued to obtain updated or replacement equipment.

RECOMMENDATIONS (CMC, CONTINUED)

GRAND JURY RECOMMENDATIONS	RESPONSES
	CALIFORNIA MEN'S COLONY (CMC)
5. CMC should arrange for ownership of the West Facility property. The wooden barrack buildings should be replaced as soon as ownership of the property is acquired from the State of California Department of Military.	This recommendation requires further analysis. A study to evaluate the future mission of the West Facility will be conducted in the 2002/2003 fiscal year. Part of the evaluation will be to replace or renovate the existing West Facility structures. The property ownership is not a critical issue. We currently have a lease that allows us to operate and renovate the facility. The acquisition of the West Facility would require special legislation as well as an analysis by both the CDC and the Department of Military. The current lease also requires the DCD to provide water and wastewater treatment services to the Department of Military. These agreements currently benefit both agencies. It would be premature to request a property acquisition until a review of the mission is complete. At that time, depending on the findings, we would determine what property, if any, should be considered for transfer. We agree, however, that the structures are indeed in an advanced state of deterioration. New structures as well as supporting infrastructures are required should the services of the West Facility be needed five years hence. Consequentially, we have submitted proposals for the redesign and rehabilitation of the West Facility.

SAN LUIS OBISPO COUNTY JAIL

The San Luis Obispo County Sheriff/Coroner and the San Luis Obispo County Board of Supervisors are required to respond to all findings and recommendations.

FINDINGS

GRAND JURY FINDINGS	RESPONSES	
	SLO COUNTY SHERIFF/CORONER ⁵	SLO COUNTY BOARD OF SUPERVISORS ⁶
1. The current women's jail facilities are not efficient as far as layout, which impacts staffing. Fluctuations in population at times exceeds capacity. Women inmates are in very close confinement with each other. The master plan for replacement is complete and construction could begin in 2003.	The respondent disagrees partially with the finding. Fluctuations in population often times exceed <i>rated</i> capacity, but not <i>bed</i> capacity. Further, the master plan for replacement, while nearing completion, is not yet complete. San Luis Obispo County General Services continues to work on the master plan. As a result, work has not begun on construction plans. The respondent is very much in agreement with the finding that the current women's facility is not efficient as far as layout and does impact staffing and staffing costs.	The Board of Supervisors concurs with the Sheriff's response in regards to Women's jail facilities.
2. A position of Program Coordinator is needed to assure that all of the support programs for the inmates are well coordinated.	The respondent agrees with the finding.	The Board of Supervisors concurs with the Sheriff's response regarding a Program Coordinator for support programs for inmates.

⁵ Patrick Hedges, Sheriff-Coroner, July 24, 2002.

⁶ Board of Supervisors Meeting, August 20, 2002, Item B-13; Memorandum from David Edge, Administrative Officer, to Board of Supervisors, August 20, 2002.

RECOMMENDATIONS (SHERIFF/CORONER)

GRAND JURY RECOMMENDATIONS	RESPONSES	
	SLO COUNTY SHERIFF/CORONER	SLO COUNTY BOARD OF SUPERVISORS
1. The Board of Supervisors should seek funding in order to begin construction to replace outdated and crowded jail facilities. This funding should be given a high priority in San Luis Obispo County's annual budget process. Funding from the State of California should be requested for this project.	The recommendation has been implemented. The Board of Supervisors establishes priorities based upon the number of countywide projects and available funding. The Sheriff's Department continues to monitor the availability of funds from federal and state sources. Historically, funding for local jail projects has been received from statewide jail construction bond initiatives approved by the voters. Jail construction initiatives have not appeared on the ballot for some time. The Sheriff's Department will, with the completion of the master plan, pursue a high priority for this project.	The Board of Supervisors concurs with the Sheriff's response. The Board of Supervisors recognizes the need for a new female jail facility. As a result, approximately \$700,000 has been budgeted in this year's Capital Projects Budget to begin the preliminary work on this new facility. It is hoped that State and Federal Funds will become available in the next few years to offset the majority of building costs.
2. It is recommended that, within the current staffing allocation, a position of Program Coordinator be created to serve as coordinator for the educational, medical, and religious needs of inmates.	The recommendation has been implemented. A correctional lieutenant oversees the various programs.	The Board of Supervisors concurs with the Sheriff's response. A Correctional Lieutenant, within the current staff, has been assigned as the Program Coordinator.

SAN LUIS OBISPO COUNTY JUVENILE SERVICES CENTER

The San Luis Obispo County Probation Department and the San Luis Obispo County Board of Supervisors are required to respond to all findings and recommendations.

FINDINGS

GRAND JURY FINDINGS	RESPONSES	
	SLO COUNTY PROBATION DEPARTMENT ⁷	SLO COUNTY BOARD OF SUPERVISORS ⁸
1. Detention areas have two separate units housing approximately thirty-five juveniles. There is a connecting hallway between them with locked doors on both units. All units are two story facilities, with an overlooking balcony area inside. These units have both single and double cells equipped with beds and shelves. The floors are concrete. All cells appeared to be clean and neat.	While the maximum rated capacity of our Juvenile Hall is forty-five in custody minors, the typical population recently has been 35. This is achieved through an aggressive case management approach in which each minor is considered frequently for release from custody into appropriate placements in various other programs and/or camps. In considering the release of minors from custody, major emphasis is placed upon the best interests of the minor coupled with community safety. The physical description of our facilities in this finding is accurate.	The Board of Supervisors concurs with the Probation Department's response.
2. Each unit has two bathroom facilities. Juveniles must request to be allowed out to use them. Tables and chairs are grouped in the open area of these buildings; where juveniles are given lessons during the day and meals are served. A separate area is set aside for television viewing when permitted. A door leads out to a double fenced yard area with volleyball and basketball courts.	The description of the units contained in finding #2 is accurate. Ordinary television viewing is limited to significant world events and news. Selected and approved videotapes are more typically shown for the minors in the presence of our on-site county teaching staff.	The Board of Supervisors concurs with the Probation Department's response.

⁷ Kimberly E. Barrett, Interim Chief Probation Officer, August 2, 2002.

⁸ Board of Supervisors Meeting, August 20, 2002, Item B-13; Memorandum from David Edge, Administrative Officer, to Board of Supervisors, August 20, 2002.

FINDINGS (JUVENILE SERVICES CENTER, CONTINUED)

GRAND JURY FINDINGS	RESPONSES	
	SLO COUNTY PROBATION DEPARTMENT	SLO COUNTY BOARD OF SUPERVISORS
3. There are teachers and aides working with the juveniles during the day. Counselors are on duty twenty-four hours per day to oversee the juveniles.	Teachers and aides conduct classes in the East and West units every week day between the hours of 8:00 AM to 4:00 PM. Two mental health therapists provide quality services to the in-custody minors each week day typically between the hours of 8:00 AM to 5:00 PM. On-going therapy is provided as well as frequently required crisis intervention. On weekends, one therapist is on-site between 9:00 AM to 5:00 PM.	The Board of Supervisors concurs with the Probation Department's response.
4. The entrance to the main receiving area includes a check-in counter where a clerk oversees bookings and TV monitors showing all areas of the Juvenile Services Center.	This is an accurate description of our present intake and check-in counter where a clerk oversees bookings and TV monitors showing all areas of the Juvenile Services Center.	The Board of Supervisors concurs with the Probation Department's response.
5. There is a medical facility staffed on a shift schedule by two nurses. This medical unit is small and crowded with a desk, file cabinets and an examining table.	As in finding #4, the description of the physical room is accurate. The room also is woefully inadequate in both design and size. Our Health Department assigns three-full-time nurses, plus several relief nurses who provide quality care to in-custody minors typically from 7:00 AM to 11:00 PM. (Emergency coverage from 11:00 PM to 7:00 AM is available from nurses assigned at our County Jail.)	The Board of Supervisors concurs with the Probation Department's response.
6. The conference area adjacent to the detention area has desks and computers. No showers, lounge area or separate gender restrooms are available for employees. An adjoining office is provided for psychologists, mental health and social workers.	This is an accurate depiction of our physical plant which continues to be inadequate for the need of both our staff and our in-custody minors. Over the past several years, the Probation Department has made numerous attempts to secure both local and grant funds to make the recommendation improvements to our Juvenile Hall. To date, no funding has been identified.	The Board of Supervisors concurs with the Probation Department's response.

FINDINGS (JUVENILE SERVICES CENTER, CONTINUED)

GRAND JURY FINDINGS	RESPONSES	
	SLO COUNTY PROBATION DEPARTMENT	SLO COUNTY BOARD OF SUPERVISORS
7. Staff members report that they are treated with respect and have a support system set up by management.	The Department Management Team believes that significant progress has been made in improving communication and support throughout the chain-of-command while utilizing a participatory approach to our day-to-day business. We concur with this finding also.	The Board of Supervisors concurs with the Probation Department's response.
8. The salaries of the staff are low when compared to similar positions at the County Jail. There is an effort by management to try and compensate for the low wages of the Juvenile Counselors by making working conditions as amenable as possible.	We concur with this finding. Based upon recent survey of benchmark/comparable counties, the salaries of our Juvenile Services Officers (JSOs) are significantly lower. These salaries are also low when compared to comparable jobs within our county (including the similar positions within our Sheriff's Department). We believe the relative salaries of the JSOs negatively impacts recruitment and retention of these positions.	The finding may be accurate, but a more relevant comparison would be to compare the salaries of the Juvenile Services Officer positions with other juvenile facilities in comparable counties. The County of San Luis Obispo is subject to a prevailing wage ordinance. Juvenile Counselor or Juvenile Services Officer is a classification exclusively represented by the San Luis Obispo County Employee Association (SLOCEA) and final wages, salaries, and inequities adjustments are subject to negotiations with SLOCEA.
9. The kitchen area was found to be well supervised and maintained. Staff complimented the head cook's innovativeness and cooking abilities.	We concur with this finding. Kitchen staff continuously provide well-prepared, nutritious, home-style meals to our minors on the units in a family-like atmosphere.	The Board of Supervisors concurs with the Probation Department's response.
10. Furnishings throughout the entire facility are old, mismatched and shabby.	We concur with this observation. Our furnishings are old and worn. Replacement of such furnishings is a budget issue which should be addressed. (While this is an issue, we tend to focus upon the quality of service offered/provided.	The Board of Supervisors concurs with the Probation Department's response.

FINDINGS (JUVENILE SERVICES CENTER, CONTINUED)

GRAND JURY FINDINGS	RESPONSES	
	SLO COUNTY PROBATION DEPARTMENT	SLO COUNTY BOARD OF SUPERVISORS
11. The Probation Department, responding to a Board of Corrections recommendation, has proposed the addition of four Supervising Juvenile Services Officers, which would provide a shift supervisor for each of the three shifts, 24 hours/7 days continuously.	The addition of these four supervisors has, following a recommendation from our County Administrator's office, been approved by both our Board of Supervisors and our County Civil Service Commission. We are told that following adoption of the State Budget, we will be authorized to proceed with filling these positions. We concur with this finding.	The Board of Supervisors concurs with the Probation Department's response.

RECOMMENDATIONS

GRAND JURY RECOMMENDATIONS	RESPONSES	
	SLO COUNTY PROBATION DEPARTMENT	SLO COUNTY BOARD OF SUPERVISORS
1. Compensation paid Juvenile Counselors should be on a parity with correction officers at county jail.	As in finding #8, we concur with this recommendation. The Probation Department has requested the Personnel Department review the classifications of Juvenile Services Officer for a special salary adjustment for FY 2002-2003.	The County of San Luis Obispo is subject to a prevailing wage ordinance. Juvenile Counselor or Juvenile Services Officer is a classification exclusively represented by the San Luis Obispo County Employee Association (SLOCEA) and final wages, salaries, and inequities adjustments are subject to negotiations with SLOCEA.

RECOMMENDATIONS (JUVENILE SERVICES CENTER, CONTINUED)

GRAND JURY RECOMMENDATIONS	RESPONSES	
	SLO COUNTY PROBATION DEPARTMENT	SLO COUNTY BOARD OF SUPERVISORS
2. Office and meeting areas should be expanded to accommodate the needs of medical and mental health workers.	The Probation Department, in collaboration with the County Administrative Office, and General Services staff completed an in-depth needs assessment for the improvement and expansion of the existing 21-year-old Juvenile Hall. A comprehensive expansion plan was completed and presented to the State Board of Corrections in April 2002 along with a request for six million dollars in grant funds from completion of this essential project. All grant funds were allocated to other counties. The Probation Department is currently participating in a series of meetings with the County staff in an effort to develop a strategy which will address the identified necessary expansion and improvement needs of our Juvenile Hall. We remain hopeful the State Board of Corrections will receive monies to provide grants to counties in need of expanded and remodeled Juvenile Halls. We concur with recommendation #2.	The Board of Supervisors concurs with the Probation Department's response.
3. A lounge area, separate restroom facilities, and showers should be provided for staff workers.	We concur with recommendation #3. (Please refer to comments in #2.)	The Board of Supervisors concurs with the Probation Department's response.
4. Medical facilities should be expanded to accommodate the needs of medical staff and mental health workers.	We concur with recommendation #4. (Please refer to comments in #2.)	The Board of Supervisors concurs with the Probation Department's response.
5. Furnishings throughout the entire facility should be replaced.	We concur with recommendation #5. (Please see comments under finding #10.)	The Board of Supervisors concurs with the Probation Department's response.
6. The San Luis Obispo Board of Supervisors should pursue other options for funds to ensure that the Juvenile Services facility is adequately expanded and updated.	We concur with recommendation #6. (Please refer to comments in #2.)	The County applied for state grant funding from the Board of Corrections in the years 1999, 2000, 2001, and 2002 but was not selected. The County will continue to pursue outside funding for an expanded or updated Juvenile Services Facility.

SAN LUIS OBISPO COUNTY DEPARTMENT OF SOCIAL SERVICES COMPLAINT RESOLUTION

The Grand Jury first [published this report on January 18, 2002. The San Luis Obispo County Department of Social Services is required to respond to Findings 1 through 10 and Recommendations 1 through 7. The San Luis Obispo County Board of Supervisors is required to respond to Recommendation 8.

FINDINGS

GRAND JURY FINDINGS	RESPONSES	
	SLO COUNTY DEPARTMENT OF SOCIAL SERVICES ⁹	SLO COUNTY BOARD OF SUPERVISORS
1. The Department's current Operation Manual (Section 22-101.2) is not adequate regarding staff's accountability in investigating complaints in a timely manner.	The Department concurs with this finding.	Not required.
2. Twelve out of sixteen Social Workers and seven out of eight Supervisors interviewed were unsure or unaware of the process of handling a parent complaint. Personnel have not received initial and/or continuing training on the Procedure as defined in the Operations Manual.	The Department concurs with this finding.	Not required.
3. Several of the case workers and supervisory personnel are aware only of a process and the person within the Department for handling of discrimination complaints.	The Department concurs with this finding.	Not required.
4. There was not a complaint form for parents to fill out prior to September 10, 2001.	The Department concurs with this finding.	Not required.

⁹ Lee Collins, Social Services Director, May 21, 2002., to David Edge, County Administrative Officer; published in the Final Report of the 2001-2002 San Luis Obispo County Grand Jury.

FINDINGS (SOCIAL SERVICES COMPLAINT RESOLUTION, CONTINUED)

GRAND JURY FINDINGS	RESPONSES	
	SLO COUNTY DEPARTMENT OF SOCIAL SERVICES	SLO COUNTY BOARD OF SUPERVISORS
5. The Department implemented a complaint form on September 10, 2001.	The Department concurs with this finding.	Not required.
6. Parent complaints are not being logged in a central location.	The Department concurs with this finding.	Not required.
7. Over 90% of Department workers interviewed were unaware of a Standing Review Panel, its purpose or existence.	The Department concurs with this finding.	Not required.
8. The Department had made no recent effort to convene or implement the Standing Review Panel as directed by the Board of Supervisors (1996) and recommended by previous Grand Juries (1993/94, 1994/95, 1995/96).	The Department concurs with this finding.	Not required.
9. The Department has stated the Standing Review Panel will have no financial impact on the Department budget.	The Department concurs with this finding.	Not required.
10. The current "Parents Guide to Dependency Proceedings" (referred to as the "Pink Book") provided parents when children are removed from the home does not now contain sufficient information regarding how to file a complaint against the Department.	The Department concurs with this finding.	Not required.

RECOMMENDATIONS (SOCIAL SERVICES COMPLAINT RESOLUTION)

GRAND JURY RECOMMENDATIONS	RESPONSES	
	SLO COUNTY DEPARTMENT OF SOCIAL SERVICES	SLO COUNTY BOARD OF SUPERVISORS
<p>1. Revise the complaint procedure to establish:</p> <p>a.) <u>Informal Complaints</u>: Those not required to be logged. Should be resolved within three working days.</p> <p>b.) <u>Formal Complaints</u>: A complaint becomes formal when an official complaint form is completed and received. A complaint is to be logged and assigned a number to be tracked to resolution. A receipt letter is to be mailed to complainant within seven working days. These complaints should be resolved within thirty calendar days. Extension beyond thirty days is only allowed with the approval of the Director. If the complaint is not resolved within thirty days or if the resolution is not acceptable to the parent, the parent may then request their complaint be reviewed by the Standing Review Panel.</p> <p>Complaints must be filed within ninety calendar days when the complainant knew or should have known of an action or inaction that caused the complaint.</p>	<p>The Department has revised its Administrative Handbook Section 22-101.2, effective February 28, 2002, incorporating these changes.</p>	<p>Not required.</p>
<p>2. All workers at the Department should be trained in the use of Procedure 22-101.2 of the Operations Manual and the implemented changes that have been adopted from Grand Jury recommendations.</p>	<p>The Department has trained all Social Workers and Social Work Supervisors in the new procedures as of March 31, 2002.</p>	<p>Not required.</p>
<p>3. The Department should revise its complaint form implemented September 10, 2001.</p>	<p>The Department incorporated the Grand Jury's recommendations in revising its "Service Satisfaction Statement," form DSS 340, effective March 5, 2002.</p>	<p>Not required.</p>

RECOMMENDATIONS (SOCIAL SERVICES COMPLAINT RESOLUTION, CONTINUED)

GRAND JURY RECOMMENDATIONS	RESPONSES	
	SLO COUNTY DEPARTMENT OF SOCIAL SERVICES	SLO COUNTY BOARD OF SUPERVISORS
4. All formal complaints should be logged and tracked including status and disposition in a networked database by a designated person.	The Department implemented the recommended log, and the networked database was completed and available to managers on line as of March 31, 2002.	Not required.
5. All current clients of the Department should receive a copy of the new complaint brochure.	All current participants in Child Welfare Services programs received a copy of the new complaint brochure by April 12, 2002.	Not required.
<p>6. The Department should convene the Standing Review Panel and implement the following changes.</p> <p>a.) The Standing Review Panel should consist of five members:</p> <p>One appointed by the Department</p> <p>One appointed by CASA, Voices for Children</p> <p>One appointed by the Superintendent for County Schools</p> <p>One appointed by Behavioral Health Services</p> <p>One member of the community appointed by the Standing Review Panel.</p> <p>b). The Standing Review Panel should convene within thirty calendar days of a request by a parent.</p> <p>c.) The Standing Review Panel should issue their findings and recommendations in writing to the Director within fifteen calendar days of concluding their investigation of the complaint.</p> <p style="text-align: center;"><i>(continued to next page)</i></p>	The Department has revised its Administrative Handbook Section 22-101.2, effective February 28, 2002, incorporating these changes. The Department contacted the various agencies listed and requested that appointments to the Standing Review Panel be made by February 28, 2002, so that the initial organizational meeting of the Panel could be convened on April 23, 2002.	Not required.

RECOMMENDATIONS (SOCIAL SERVICES COMPLAINT RESOLUTION, CONTINUED)

GRAND JURY RECOMMENDATIONS	RESPONSES	
	SLO COUNTY DEPARTMENT OF SOCIAL SERVICES	SLO COUNTY BOARD OF SUPERVISORS
<p>d.) The Director should respond to the Standing Review Panel and parent within ten working days with the action taken and time-line to implement.</p> <p>e.) The Standing Review Panel should be empowered to interview complainants and County employees.</p> <p>f.) The Standing Review Panel is to have access to Department case files during their investigations.</p> <p>g.) The Standing Review Panel is to have access to County Counsel.</p> <p>h.) The Standing Review Panel should submit a quarterly report to the Board of Supervisors. This report should summarize complaints reviewed and disposition of complaints.</p>		
7. The Department should revise the Pink Book to include the recommended Complaint Form for parents as well as procedural information.	The Department has incorporated the Grand Jury's recommendations in revising its forms, including the "Self Satisfaction Procedure," Form DSS 340, revised effective February 28, 2002.	Not required.
8. The Board of Supervisors should approve funding for the Standing Review Panel as deemed necessary.	The Department of Social Services and the Board of Supervisors determined that a separate funding allocation for the Standing Review Panel is not warranted. The Standing Review Panel will be funded within the Department's adopted annual budget.	See the Department's comment to the left.

**SAN LUIS OBISPO COUNTY DEPARTMENT OF SOCIAL SERVICES:
FOLLOW-UP REPORT ON COMPLAINT RESOLUTION**

The San Luis Obispo County Department of Social Services and the San Luis Obispo County Board of Supervisors are required to respond to all findings and recommendations.

FINDINGS

GRAND JURY FINDINGS	RESPONSES	
	SLO COUNTY DEPARTMENT OF SOCIAL SERVICES¹⁰	SLOCOUNTY BOARD OF SUPERVISORS¹¹
1. Not all staff were trained by the Department on the new complaint procedure, its paper-work or the Standing Review Panel.	<p>The Department continues to provide training to all Child Welfare Services (CWS) staff on the complaint process and the Standing Review Panel as follows:</p> <p>Staff were trained about this process at the CWS general staff meeting in March. Social Worker Supervisors were instructed to individually train any Social Workers not present at that meeting.</p> <p>The Complaint Process Handbook Memorandum was distributed to each Social Worker.</p> <p>Additional copies of the Handbook Memorandum at the follow-up report by the Grand Jury were distributed to SCW Supervisors on June 28, 2002, with continued instructions, to the Supervisors, to inform all CWS staff about this process.</p>	The Board of Supervisors concurs with the Department's response.
2. Management stated that about 50% of the staff attended a staff meeting where they were informed of the revised procedure. Those not attending were to be instructed on the procedure changes by their supervisor.	This is a correct statement.	The Board of Supervisors concurs with the Department's response.

¹⁰ Lee Collins, Social Services Director, July 26, 2002.

¹¹ Board of Supervisors Meeting, August 20, 2002, Item B-13; Memorandum from David Edge, Administrative Officer, to Board of Supervisors, August 20, 2002.

FINDINGS (SOCIAL SERVICES COMPLAINT RESOLUTION FOLLOW-UP, CONTINUED)

GRAND JURY FINDINGS	RESPONSES	
	SLO COUNTY DEPARTMENT OF SOCIAL SERVICES	SLO COUNTY BOARD OF SUPERVISORS
3. Interviews of social workers and supervisors disclosed a variety of training as follows: Attended a staff meeting or unit supervisor meeting Only received e-mail Met one-on-one with their supervisor	This is an adequate description of the types of training Social Workers may have received about the complaint resolution process.	The Board of Supervisors concurs with the Department's response.
4. Some Social Workers reported they had no training at all on the revised procedure. Others stated that what was presented to them did not qualify as training.	Supervisors continue to provide training to Social Workers as quickly as possible. The Department understands that some Social Workers would not consider meeting with their Supervisors and reviewing the Complaint Process Handbook Memorandum as training. Often training is only considered training when it is in a classroom environment. It is the Department's intention to incorporate the training on the Complaint Process in future classroom trainings. In that environment all Social Workers will sign into the training, and we will be able to determine who has and who has not received the training. In the interest of reaching as many Social Workers as quickly as possible the Department close the more individualized method of providing information.	The Board of Supervisors concurs with the Department's response.
5. Not all of the training sessions had attendance recorded.	This is a true statement. See response to Finding 4.	The Board of Supervisors concurs with the Department's response.
6. Information about the complaint process was not provided to all clients by social workers.	All Emergency Response Social Workers have the Satisfaction/Complaint Form with them when they respond to an initial report of child abuse and neglect. Current clients are being informed of the complaint process as quickly as feasible.	The Board of Supervisors concurs with the Department's response.

FINDINGS (SOCIAL SERVICES COMPLAINT RESOLUTION FOLLOW-UP, CONTINUED)

GRAND JURY FINDINGS	RESPONSES	
	SLO COUNTY DEPARTMENT OF SOCIAL SERVICES	SLO COUNTY BOARD OF SUPERVISORS
7. 83% of those interviewed could not answer questions about the new complaint procedure such as "How long does the Department have to answer a format complaint?"	The Department does not expect individual Social Workers or Social Worker Supervisors to memorize the complaint process in detail. We want Social Workers and their Supervisors to know about the complaint form and who in the Department they or the client need contact when they receive a complaint.	The Board of Supervisors concurs with the Department's response.
8. 79% of the Social Workers interviewed have not heard of the Standing Review Panel.	The Standing Review Panel is described in the Complaint Process Handbook Memorandum. This memorandum was distributed to and received by every Social Worker and Social Worker Supervisor.	The Board of Supervisors concurs with the Department's response.
9. A significant number of those interviewed were unaware or unclear as to the function or purpose of the Standing Review Panel.	The Social Workers were interviewed by the Grand Jury prior to the first meeting of the Standing Review Panel. Since that time the Panel has met twice and developed protocols and procedures that clarify the function and purpose of the Panel. However, to date, no complainant has requested a hearing by the Panel, therefore it is still a very new concept for Social Workers to understand.	The Board of Supervisors concurs with the Department's response.
10. No further training of the staff relating to the revised complaint procedure is scheduled, except for new employees. Supervisors are responsible for any further training of staff.	The Department has developed an Orientation for New Employees that includes information about the complaint process. This Orientation has not been given to any Department employees since it is newly developed. It is our intention to have all current CWS employees receive this training as well as newly hired employees. Two sessions have already occurred with the remaining employees mandated to attend starting in September and finishing in December.	The Board of Supervisors concurs with the Department's response.

FINDINGS (SOCIAL SERVICES COMPLAINT RESOLUTION FOLLOW-UP, CONTINUED)

GRAND JURY FINDINGS	RESPONSES	
	SLO COUNTY DEPARTMENT OF SOCIAL SERVICES	SLO COUNTY BOARD OF SUPERVISORS
11. The department has revised the Administrative Handbook Memorandum, Section 22-101.2, regarding the complaint procedure.	This is a correct statement.	The Board of Supervisors concurs with the Department's response.
12. The complaint procedure does not differentiate between informal and formal complaints.	The Department does not differentiate between informal and formal complaints. We consider any complaint a formal complaint that needs to be resolved as soon as possible.	The Board of Supervisors concurs with the Department's response.
13. All incoming complaints are being logged and tracked.	This is a correct statement.	The Board of Supervisors concurs with the Department's response.
14. New clients coming into the Children's Welfare Services system are given the Service Satisfaction Brochure. Those clients involved in dependency proceedings via the courts are provided with the Pink Book for Emergency Response workers.	This is correct. Clients involved in the court system receive the Service Satisfaction Brochure from the Emergency Response worker at the time of initial contact, and they receive it again when they are given the Pink Book. On occasion the Court Worker may give the Pink Book to a client.	The Board of Supervisors concurs with the Department's response.
15. Not all current clients have received a copy of the new complaint procedure.	See Finding #6.	The Board of Supervisors concurs with the Department's response.
16. The first meeting of the Standing Review Panel was held and members appointed.	See Finding #8.	The Board of Supervisors concurs with the Department's response.
17. The February 2002 edition of the Pink Book does include information on how to file a complaint and copy of the Service Satisfaction (complaint) form.	This is a correct statement.	The Board of Supervisors concurs with the Department's response.

RECOMMENDATIONS (SOCIAL SERVICES COMPLAINT RESOLUTION FOLLOW-UP)

GRAND JURY RECOMMENDATIONS	RESPONSES	
	SLO COUNTY DEPARTMENT OF SOCIAL SERVICES	SLO COUNTY BOARD OF SUPERVISORS
1. Provide a standardized training of employees regarding the complaint procedure, timelines, use of form, tracking mechanism, and the Standing Review Panel.	As stated in the response to Finding #10, the Department's New Orientation Training will be provided to all current staff and to any new staff hired by the Department. It includes all of the above [to the right] information about the Complaint Process.	The Board of Supervisors concurs with the Department's response.
2. Record attendance of employees to insure that all employees receive training and updates.	It is standard practice for the Department to record all attendance at formal trainings. The Employee Orientation will include a record of all staff that attend. The Department's Staff Development Division keeps this record.	The Board of Supervisors concurs with the Department's response.
3. Provide Service Satisfaction brochures to all clients.	The Department is instructing all Social Workers to give the brochure to any client at the next visit with the client. Most clients are seen at least monthly.	The Board of Supervisors concurs with the Department's response.
4. Review training procedures for effectiveness.	The Employee Orientation Training will be reviewed after each class. This will include evaluations completed by attendees as well as reviews of the content by Staff Development staff and CWS Managers.	The Board of Supervisors concurs with the Department's response.

SAN LUIS OBISPO COUNTY PLANNING AND BUILDING DEPARTMENT AND BOARD OF SUPERVISORS

The San Luis Obispo County Board of Supervisors is required to respond to all findings and recommendations. The San Luis Obispo County Planning and Building Department is required to respond to all findings and to recommendations 1, 2, 3, 6, and 7.

FINDINGS

GRAND JURY FINDINGS	RESPONSES	
	SLO COUNTY PLANNING AND BUILDING DEPARTMENT ¹²	SLO COUNTY BOARD OF SUPERVISORS ¹³
1. A review of a number of Board of Supervisors meeting minutes determined that the County Board of Supervisors does not always heed the recommendations of the County Planning Department. The County Planners show frustration with some decisions made by the Supervisors regarding land use and proposed developments.	Respondent agrees with this finding. The Board of Supervisors have the authority to make final decisions on all Planning items that come before them.	The Board of Supervisors concurs with the Department's response.
2. County Area Plan updates currently require a lengthy period of time, approximately four to six years, to process.	Respondent agrees with findings.	The Board of Supervisors concurs with the Department's response.

¹² Victor Holanda, Director of Planning and Building, July 26, 2002.

¹³ Board of Supervisors Meeting, August 20, 2002, Item B-13; Memorandum from David Edge, Administrative Officer, to Board of Supervisors, August 20, 2002.

FINDINGS (PLANNING AND BUILDING DEPARTMENT, CONTINUED)

GRAND JURY FINDINGS	RESPONSES	
	SLO COUNTY PLANNING AND BUILDING DEPARTMENT	SLO COUNTY BOARD OF SUPERVISORS
3. Interaction between the Board of Supervisors and the County Planning Department was the subject of several complaints received by the 2001-2002 Grand Jury. The complaints concerned the action of the Board of Supervisors on the recommendations made in 2000-2001 Grand Jury CEQA report.	<p>Respondent partially agrees with findings. The Planning and Building Department along with the Board of Supervisors have:</p> <p>(A) met to discuss the specific issues raised in the 2000-2001 Grand Jury Report. The Board, in demonstrating support for the Department, as well as funding to address issues raised in the 01-02 Grand Jury Report, has provided funding and staff in the Planning and Building Department's Fiscal Year 2002-2003 Budget; and</p> <p>(B) met in sub-committee to discuss the TDC (Transfer to Development Credits) program, and CEQA procedural issues. Both the TDC and CEQA issues are ongoing. Resolution and specific recommendations will be forthcoming by the end of FY 02-03.</p>	The Board of Supervisors concurs with the Department's response.
4. Records show and some of the Supervisors stated that they receive campaign funds from growth, development and real estate interests. Other Supervisors stated that if sent, such contributions were returned.	This finding is not applicable to the Planning and Building Department.	<i>No response provided.</i>
5. There are no term limits imposed on the San Luis Obispo County Board of Supervisors.	This finding is not applicable to the Planning and Building Department.	<i>No response provided.</i>
6. During the last election two County Supervisors ran unopposed and only 48.7% of registered voters actually voted, which is lower than typical when there is opposition.	This finding is not applicable to the Planning and Building Department.	<i>No response provided.</i>

FINDINGS (PLANNING AND BUILDING DEPARTMENT, CONTINUED)

GRAND JURY FINDINGS	RESPONSES	
	SLO COUNTY PLANNING AND BUILDING DEPARTMENT	SLO COUNTY BOARD OF SUPERVISORS
7. The County Web site offers information to citizens for the purpose of gathering materials necessary to make requests from the Planning Department.	Respondent agrees with findings.	The Board of Supervisors concurs with the Department's response.

RECOMMENDATIONS (PLANNING AND BUILDING DEPARTMENT)

GRAND JURY RECOMMENDATIONS	RESPONSES	
	SLO COUNTY PLANNING DEPARTMENT	SLO COUNTY BOARD OF SUPERVISORS
1. Decisions to prepare an EIR should remain at the discretion of the San Luis Obispo County's Environmental Coordinator, and not be perceived as a political decision by the Board of Supervisors.	<p>The County of San Luis Obispo adopted CEQA Guidelines which provide definitions, procedures, criteria and objectives for the implementation of the California Environmental Quality Act (CEQA). These County Guidelines are intended to facilitate County compliance with CEQA and standardize procedures for the evaluation of projects and the preparation of environmental documents. The County's Guidelines were adopted by the Board of Supervisors and supplement the State CEQA Guidelines.</p> <p>Pursuant to the County's adopted CEQA Guidelines, whenever the Environmental Coordinator determines that there is substantial evidence that a project may cause a significant effect on the environment, the Coordinator shall notify the project applicant and request that the applicant agree to processing an environmental impact report (EIR) pursuant to the County's CEQA Guidelines. If the applicant does not agree to process an EIR for the project, the Coordinator shall recommend to the Board of Supervisors that an EIR be required. To forward a recommendation for an EIR to the Board of Supervisors, the Coordinator shall place the matter on the next available Board of Supervisors' agenda. The Coordinator shall prepare and present to the Board of Supervisors a report that summarizes the initial study conducted for the project, identifies the scope of the recommended EIR, and presents the evidence supporting the recommendation to require an EIR. If the Board of Supervisors</p> <p style="text-align: center;"><i>(continued to next page)</i></p>	The Board of Supervisors concurs with the Department's response.

RECOMMENDATIONS (PLANNING AND BUILDING DEPARTMENT, CONTINUED)

GRAND JURY RECOMMENDATIONS	RESPONSES	
	SLO COUNTY PLANNING DEPARTMENT	SLO COUNTY BOARD OF SUPERVISORS
	<p>determines that the evidence in the record does not warrant the preparation of an EIR, the Board may refer the project back to the Environmental Coordinator for the preparation of a Negative Declaration. It should be noted that the applicant is not charged a fee when the Environmental Coordinator takes an EIR recommendation to the Board of Supervisors.</p> <p>It is the opinion of the Grand Jury that decisions to prepare EIR's should remain at the discretion of the County Environmental Coordinator so as not to be perceived as a political decision by the Board of Supervisors. However, pursuant to the County's Land Use Ordinance, any decision of the Planning Commission, Zoning Administrator, Subdivision Review Board or Transfer of Development Credit Review Committee may be appealed to the Board of Supervisors. Because the Board of Supervisors has the final decision-making authority with regard to changes in the general plan and land use projects, it is impossible to give any of these decision-making bodies the final authority to require an EIR. For the same reason, the Environmental Coordinator cannot have final authority to require or waive the requirement on an EIR. Unless the Board of Supervisors is willing to relinquish final decision-making authority on changes to the general plan or land-use projects, no other commission, administrator, board or committee can assume final authority over decisions to prepare EIR's.</p>	
2. Supervisors should give more consideration to the recommendations of the County Planning Department in their final decisions on all proposed developments and General Land Use amendments.	No response required from the Planning and Building Department.	<i>No response provided.</i>

RECOMMENDATIONS (PLANNING AND BUILDING DEPARTMENT, CONTINUED)

GRAND JURY RECOMMENDATIONS	RESPONSES	
	SLO COUNTY PLANNING DEPARTMENT	SLO COUNTY BOARD OF SUPERVISORS
3. Restructure the County's Area Plan update process to expedite completion of proposed changes within a more reasonable time frame (two years rather than the present four to six years). This will effectively prevent the aging of relevant data, frustration of involved land-owners and waning of community interest in proposed projects.	The recommendation has not yet been implemented, because an Ordinance amendment will be subject to Board of Supervisors approval. The Planning and Building Department will be submitting Ordinance amendment recommendations to the Board of Supervisors in August 2002 to consider a five phase approach to expediting County Area Plan review and adoption.	The Board of Supervisors concurs with the Department's response.
4. Term limits should be considered for the San Luis Obispo County Supervisors.	No response required from the Planning and Building Department.	Since the County of San Luis Obispo is a general-law county, term limits for the Board of Supervisors cannot be imposed locally. County Counsel has advised that only the State Legislature has the authority to impose term limits for the County Supervisor positions. Since this is not an administrative issue, the Board has no comment.
5. There should be a continued effort by the County Government to encourage voter registration and voter turn out for all County elections.	No response required from the Planning and Building Department.	<p>The Board agrees that efforts currently made by the County to encourage voter registration and voter turnout are important to continue. The following are actions we currently take and plan to continue in an effort to encourage voter registration and maximize voter participation in local elections:</p> <p><u>Registration</u></p> <ul style="list-style-type: none"> • Our Board declares the week before close of registration as "Voter Registration" week. <p align="right"><i>(continued to next page)</i></p>

RECOMMENDATIONS (PLANNING AND BUILDING DEPARTMENT, CONTINUED)

GRAND JURY RECOMMENDATIONS	RESPONSES	
	SLO COUNTY PLANNING DEPARTMENT	SLO COUNTY BOARD OF SUPERVISORS
		<ul style="list-style-type: none"> • The Clerk-Recorder's Office keeps post offices, libraries, and banks supplied with voter registration forms. • Several press releases are issued to remind voters to register. • Voter registration information is available on the website. • The Clerk-Recorder's Office partners with the City Clerks to provide voter registration forms and drop boxes on the last day of registration. • Press releases to remind voters to register. <p><u>Voting</u></p> <ul style="list-style-type: none"> • Again, several press releases are issued reminding voters of the election. • Each registered voter receives a sample ballot/information pamphlet from State and County. • Absentee ballots can be requested via fax, mail or in person. • Anyone can be a permanent absentee voter. • The County partners with Smart Voter to provide polling place look up and ballot information. • The Clerk-Recorder's Office is open the Saturday and Sunday prior to the election for voters wanting to submit their absentee ballots. • All ballot types are available in the North County Clerk-Recorder's Office for voters.

RECOMMENDATIONS (PLANNING AND BUILDING DEPARTMENT, CONTINUED)

GRAND JURY RECOMMENDATIONS	RESPONSES	
	SLO COUNTY PLANNING DEPARTMENT	SLO COUNTY BOARD OF SUPERVISORS
6. Expand the use of the "internet links" through the County Planning Department's Web page. This is to make sure the general public, project applicants and decision-making bodies have access to all information necessary to make intelligent and accurate decisions regarding land use and its development.	This recommendation is scheduled to be implemented in conjunction with the schedule established in the County's new <u>Information Technology Strategic Plan</u> by the end of Fiscal Year 2002-03. This IT Strategic Plan was endorsed by the Board of Supervisors on May 14, 2002.	The Board of Supervisors concurs with the Department's response.
7. The Board of Supervisors should consider allocation more funds to the Planning Department to enable an upgrade of its Web Site. This would allow for greater in depth information to become available.	The Recommendation has been implemented in the approval of the Planning and Building Department Fiscal Year 2002-2003 Budget.	The Board of Supervisors concurs with the Department's response.

SAN LUIS OBISPO COUNTY VEHICLE MAINTENANCE

The San Luis Obispo County Director of General Services is required to respond to findings 1-8 and both recommendations. The San Luis Obispo County Director of Public Works is required to respond to findings 1, 4, 9-13, and both recommendations. The two directors responded jointly. The Board of Supervisors is required to respond to all findings and recommendations.

FINDINGS

GRAND JURY FINDINGS	RESPONSES	
	SLO COUNTY DIRECTORS OF GENERAL SERVICES AND PUBLIC WORKS ¹⁴	SLO COUNTY BOARD OF SUPERVISORS ¹⁵
1. The vehicle maintenance garages for General Services and Public Works are co-located. Their buildings are connected and share the parking lot, which is enclosed by a fence and gates. Public works has three other vehicle storage sites where maintenance is sometimes performed. General Services is responsible for the county fuel sites and had a car pool site where the new county offices are being built.	<p>The Grand Jury description of the physical site for both the General Services (GS) and the Department of Public Works (DPW) garages is basically accurate, with the following changes and clarifications noted by the Director of Public Works:</p> <ul style="list-style-type: none"> In addition to the General Services Garage and the Public Works Equipment Shop, the Public Works' Survey Shop, Soils Lab and Water Quality Lab are also connected together in one long building. The enclosed equipment yard shared by the two shops is divided into two sections with General Services using approximately one-third of the yard and the remaining two-thirds is used by the Public Works Equipment Shop, Traffic Shop, Water Quality Lab, Soils Lab, survey Crew and Warehouse. <p style="text-align: center;"><i>(continued to next page)</i></p>	The Board of Supervisors concurs with the Directors' response.

¹⁴ Director of General Services and Director of Public Works and Transportation, June 20, 2002.

¹⁵ Board of Supervisors Meeting, August 20, 2002, Item B-13; Memorandum from David Edge, Administrative Officer, to Board of Supervisors, August 20, 2002.

FINDINGS (COUNTY VEHICLE MAINTENANCE, CONTINUED)

GRAND JURY FINDINGS	RESPONSES	
	SLO COUNTY DIRECTORS OF GENERAL SERVICES AND PUBLIC WORKS	SLO COUNTY BOARD OF SUPERVISORS
	<ul style="list-style-type: none"> While equipment and repair services are primarily performed at the Operations Center or three of the outlying Road Yards, as indicated in the Grand Jury's report, the Public Works shop also performs maintenance and repairs at six other locations around the County. Public Works finds it more effective to perform simple maintenance or repairs at these locations, to save time and expense of bringing vehicles and heavy equipment to the Operations Center. The status of County fuel operations has changed since the Grand Jury report was compiled. GS has recently discontinued all fuel operations except those at the Kansas Avenue site. The DPW now has fuel tanks at each road yard for fueling equipment. The rental of these tanks and the purchase of the fuel is done by the DPW. 	
2. The General Services garage maintains over 625 vehicles. Most of the vehicles are automobiles and light trucks. They also service lawn mowers, trailers and specialized vehicles such as the Library Bookmobile. They maintain all county owned vehicles for thirty-six divisions of County Government including the County Sheriff's department. The one department that is not served by General Services is the Public Works Department.	The Grand Jury description of the scope of the responsibility in the GS garage operations is accurate. The only county department not served by the GS garage is the DPW. In addition, the garage fleet in General Services has been on a continual increase and shows no sign of stopping.	The Board of Supervisors concurs with the Directors' response.

FINDINGS (COUNTY VEHICLE MAINTENANCE, CONTINUED)

GRAND JURY FINDINGS	RESPONSES	
	SLO COUNTY DIRECTORS OF GENERAL SERVICES AND PUBLIC WORKS	SLO COUNTY BOARD OF SUPERVISORS
3. The General Services maintenance staff consists of four mechanics, one supervisor mechanic, and two part time pickup/drop-off drivers. The number of vehicles maintained per mechanic is purported to be one of the highest in the State for government maintenance garages.	The Grand Jury report describing the number of employees in the GS garage is accurate as is their statement that the GS garage has one of the highest vehicle per mechanic ratios in the state. Currently the ratio is 139 vehicles per mechanic.	The Board of Supervisors concurs with the Directors' response.
4. General Services Mechanics are required to furnish their own tools.	The report accurately states the GS mechanics are required to buy their own tools versus the DPW mechanics that are supplied tools by the county.	The Board of Supervisors concurs with the Directors' response.
5. The only item stockpiled in the General Services Department parts inventory is tires. Virtually all parts necessary to repair and maintain all vehicles are obtained on very short lead-time from private auto parts dealers locally.	The report accurately states that the GS garage only stockpiles tires and almost all parts are supplied on short delivery time from local parts suppliers.	The Board of Supervisors concurs with the Directors' response.
6. Chesapeake Computer Group (CCG) software is used extensively by General Services to track work on all vehicles, track scheduled maintenance, help determine the useful life of individual vehicles, and is capable of generating reports on vehicle related matters. When a mechanic works on a vehicle, the time and parts used are entered and the data is transmitted to the Accounting Department to allocate expenses to the vehicle user.	The report accurately describes the Chesapeake Computer Group (CCG) software and procedures used by the GS garage to track vehicles, maintenance, repairs and expenses. The system was developed for use by both the GS and DPW garages and is used extensively by GS.	The Board of Supervisors concurs with the Directors' response.
7. Procedures are in place to make sure the vehicles users and their drivers know when preventive maintenance is due.	The aforementioned program is used to track preventive maintenance and the garage personnel notify the user departments when service is due.	The Board of Supervisors concurs with the Directors' response.

FINDINGS (COUNTY VEHICLE MAINTENANCE, CONTINUED)

GRAND JURY FINDINGS	RESPONSES	
	SLO COUNTY DIRECTORS OF GENERAL SERVICES AND PUBLIC WORKS	SLO COUNTY BOARD OF SUPERVISORS
8. The General Services garage appears to be cost effective. Their hourly cost/charge is less than \$50.00 as compared to rates of approximately \$70.00 in many private garages.	The report accurately states that the GS garage operation is cost effective with hourly rates well below private repair shops. Also, it should be noted that the garage out sources many specialty type of repairs at higher shop rates than if done internally. This is because many specialty shops (painting, transmissions, engine rebuilding) can expedite the work much faster than in house mechanics resulting in an overall cheaper cost per specialized repair. They have the equipment and the knowledge to make a specialized repair in less time.	The Board of Supervisors concurs with the Directors' response.
9. The Public Works garage is set up to handle heavy and specialized vehicles and equipment. They service over 210 vehicles; about a quarter of those are light trucks and cars. Another quarter is off road equipment such as backhoes and front-end loaders. They also service about a dozen trailers and some twenty-five other pieces of equipment	The report accurately states that the DPW garage is set up to handle heavy and specialized vehicles and equipment. The DPW services over 200 vehicles of which approximately 25% are light trucks and cars, another 25% is off-road equipment such as backhoes and front-end loaders. The DPW also services about a dozen trailers and some twenty-five other pieces of equipment.	The Board of Supervisors concurs with the Directors' response.
10. The Public Works garage does some repair work on heavy equipment for other county departments.	The report accurately states that the DPW garage does some repair work on heavy equipment for other county departments.	The Board of Supervisors concurs with the Directors' response.
11. Public Works has three mechanics and two service workers who perform tire changes and routine maintenance work. Because of the large size of many of the vehicles and their relative immobility, a significant amount of repair and maintenance work is done at the three Public Works service yards and at job sites.	The report accurately states that the DPW has three mechanics and two service workers who perform tire changes and routine maintenance work. Because of the large size of many of the vehicles and their relative immobility, a significant amount of repair and maintenance work is done at the three DPW service yards and at job sites.	The Board of Supervisors concurs with the Directors' response.

FINDINGS (COUNTY VEHICLE MAINTENANCE, CONTINUED)

GRAND JURY FINDINGS	RESPONSES	
	SLO COUNTY DIRECTORS OF GENERAL SERVICES AND PUBLIC WORKS	SLO COUNTY BOARD OF SUPERVISORS
12. The Public Works garage has access to the CCG software, but it does not appear to be used at the present time. The majority of the record keeping, man hours and parts tracking is done by manual reporting, which is then sent to the Public Works Department for input into their computer. Information about individual pieces of equipment resides primarily with the garage manager. The current system does not easily provide for specialized data or one-time reports.	The DPW agrees with this finding. Due to lack of staff, the CCG system has not been implemented for preventative maintenance and repair history. However, equipment preventative maintenance information is tracked on a computer data base in the equipment shop. Detailed equipment repair history is kept manually, in a card file system, at the equipment shop.	The Board of Supervisors concurs with the Directors' response.
13. The Public Works garage manager's responsibility include vehicle scheduling, replacements, purchase specifications, budgeting, and salvaging besides managing the garage and its staff.	The report accurately states that the DPW's garage manager responsibilities include vehicle scheduling, replacements, purchase specifications, budgeting, and salvaging besides managing the garage and its staff.	The Board of Supervisors concurs with the Directors' response.

RECOMMENDATIONS (COUNTY VEHICLE MAINTENANCE)

GRAND JURY RECOMMENDATIONS	RESPONSES	
	SLO COUNTY DIRECTORS OF GENERAL SERVICES AND PUBLIC WORKS	SLO COUNTY BOARD OF SUPERVISORS
1. The Public Works garage and the General Services garage repair and maintenance operations should be combined into one unit under the supervision of the General Services Department.	Discussions have occurred and are continuing to take place between GS and DPW management and staff to consider this recommendation. Both departments have begun detailed consideration and documentation of the issues related to this recommendation. Both departments may jointly agree and recommend such a consolidation if it can be shown to be in the best interest of the County. General Services and DPW will provide a status report back to the Board of Supervisors within 4 months.	The Board of Supervisors concurs with the Directors' response.
2. The CCG software should be adapted to provide more complete and timely data to the Public Works Department. The computer systems and software at Public Works should be updated to facilitate the integration of information from the CCG software.	The Department of General Services concurs with this recommendation. The software was developed jointly by the GS and DPW garages. If the garages are combined into one, CCG should be easily adaptable for use on the entire county fleet. General Services and DPW will provide a status report back to the Board of Supervisors within 4 months.	The Board of Supervisors concurs with the Directors' response.

SAN LUIS OBISPO CITY-COUNTY LIBRARY SYSTEM

The San Luis Obispo County Library Director and the Board of Supervisors are required to respond to all findings and recommendations.

FINDINGS

GRAND JURY FINDINGS	RESPONSES	
	SLO COUNTY LIBRARY DIRECTOR ¹⁶	SLO COUNTY BOARD OF SUPERVISORS ¹⁷
1. The library system serves all unincorporated areas in the county and the incorporated cities of San Luis Obispo, Arroyo Grande, Grover Beach, Pismo Beach, Morro Bay Atascadero, with the exception of Paso Robles, which has its own library.	The statement is accurate.	The Board of Supervisors concurs with the Directors' response.
2. The library system is served by the "Black Gold System" which provides computer and automation links to libraries in Santa Paula, Lompoc, Paso Robles, Santa Barbara, Santa Maria, and Ventura.	The statement is accurate.	The Board of Supervisors concurs with the Directors' response.
3. There are sixty-three full time employees and twenty-one part time employees. The Library Director administers the system. Under the Director's supervision are Assistant Library Director, Administrative Services, and Accounting Services.	The statement is accurate.	The Board of Supervisors concurs with the Directors' response.
4. The Central library facility is located in the City of San Luis Obispo, there are fifteen branch libraries and a Bookmobile.	The statement is accurate.	The Board of Supervisors concurs with the Directors' response.

¹⁶ Brian A. Reynolds, Library Director, July 31, 2002.

¹⁷ Board of Supervisors Meeting, August 20, 2002, Item B-13; Memorandum from David Edge, Administrative Officer, to Board of Supervisors, August 20, 2002.

FINDINGS (SLO CITY-COUNTY LIBRARY SYSTEM, CONTINUED)

GRAND JURY FINDINGS	RESPONSES	
	SLO COUNTY LIBRARY DIRECTOR	SLO COUNTY BOARD OF SUPERVISORS
5. There are four library expansion /construction projects: Templeton (new library in the planning stages Creston (plans in place to replace existing library with a modular building) Shell Beach (expansion complete) Los Osos (rebuilding)	The statement is accurate.	The Board of Supervisors concurs with the Directors' response.
6. The requested budget for the fiscal year 2002/03 is \$6,298,021. County property taxes account for 63% of the budgetary sources with 12% coming from state funds. The remainder is from various sources.	The statement is accurate.	The Board of Supervisors concurs with the Directors' response.
7. Library staff and volunteers do not have parking accommodations.	This is true at our largest, headquarters branch library in San Luis Obispo. While sometimes inadequate (Nipomo and Atascadero are examples), all branches outside the City of SLO have some sort of parking available for staff, volunteers, and the public.	The Board of Supervisors concurs with the Directors' response.

RECOMMENDATIONS (SLO CITY-COUNTY LIBRARY SYSTEM)

GRAND JURY RECOMMENDATIONS	RESPONSES	
	SLO COUNTY LIBRARY DIRECTOR	SLO COUNTY BOARD OF SUPERVISORS
1. Contributions from "Friends of the Library" groups and individuals should continue to be encouraged.	Our thirteen Friends groups and Foundation for SLO County Public Libraries fund raise almost constantly and we work with all of these groups, as needed, to enhance this activity.	The Board of Supervisors concurs with the Directors' response.
2. Library administrators should work with the county personnel department to seek a remedy to the confusion caused by the changing of job classifications and titles.	This was addressed a couple of months ago when the Library reclassified several positions to the Administrative Assistant series. This accomplishment has improved staffing flexibility and morale.	The Board of Supervisors concurs with the Directors' response.
3. The method of utilizing temporary help should be studied to minimize the current shortage.	We have developed a comprehensive, countywide Library staffing plan which should allow us to more closely monitor the situation. When we make use of temporary help our priority will be to back-fill permanent employees who are gone for finite periods of time(e.g. illness, vacation, and recruitment vacancies). We will try to avoid using temporary help as a supplement to permanent staff for existing workload issues.	The Board of Supervisors concurs with the Directors' response.
4. A means should be found to provide more technical help for equipment repair.	Assuming this comment refers to computer equipment, we hope to add one FTE permanent staff (up from current two FTE permanent staff) via a reclassification, once the countywide hiring freeze is lifted. This should improve computer/peripheral repair turnaround times dramatically. Our other equipment (mainly photocopiers) is usually repaired in a timely manner by vendors.	The Board of Supervisors concurs with the Directors' response.
5. Free parking should be provided for all library employees, particularly for nighttime workers.	This probably relates to just the SLO City Library and is something I am willing to take to the City, once again, as a proposed amendment to the Joint Powers Agreement.	The Board of Supervisors concurs with the Directors' response.
6. The Children's Department should work with the school system to provide library cards for children of migratory workers.	We have ongoing, cooperative relationships with a number of schools throughout the County. For example, we occasionally provide delivery of "batched" library card applications to school teachers who verify parental signatures. We also employ several Spanish-speaking staff persons, provide publicity and other materials in Spanish, and keep customer identification documents confidential.	The Board of Supervisors concurs with the Directors' response.

